

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

JUNE 2016

## Multiple Chapters

One request we get quite often is to add a state to someone's profile so they can send alerts there as well. This is quite reasonable when the dispatcher lives near a state border and is accustomed to monitoring the many surrounding agencies. However, sometimes the request is because the "home" area is so slow or the dispatcher has enough time and resources to monitor many agencies.

These requests are considered on a case-by-case basis but are often granted. Some disqualifiers to consider, before you make such a request yourself, are recent QA issues and current productivity. If you really aren't that active and/or what you do dispatch contains errors, QA is unlikely to broaden your capabilities. However, those of you would a good grasp of the guidelines, are active in your own area, and want some additional responsibility, we encourage you to ask your support team to add extra states for you. The most efficient way to process this request is to complete a dispatch application for each chapter you want to monitor.

Click [here](#) for a dispatch application and good luck!

## Chapter Stats

Here are your top 10 for the month of April 2016. The state of California managed to reclaim the number 1 spot beating out Florida by only eleven incidents. Numbers for California, Florida and New York for that month were 2314, 2293 and 1927 respectively. That's an average of over 75 incidents per day for each of the top two states. That's amazing!

The three month long tug of war between the Bay State and the Lone Star State continues. This month, Massachusetts comes out on top beating Texas by over 300 alerts. Both states did great regardless and we expect to see Texas coming back with force next month. They are just having an incredible year.

FEB	MAR	APR
FLORIDA	FLORIDA	CALIFORNIA
CALIFORNIA	CALIFORNIA	FLORIDA
NEW YORK	NEW YORK	NEW YORK
MAS	TEXAS	MAS
TEXAS	MAS	TEXAS
NEW JERSEY	ILLINOIS	NEW JERSEY
PEN	ARIZONA	OHIO
OHIO	OHIO	ILLINOIS
CON	PEN	CON
ILLINOIS	MARYLAND	PEN

## IPN Dispatcher of the Month

We are pleased to announce that **MAN005** has been named DOTM!

He is a premium dispatcher with damage alert capabilities and being from Winnipeg is our first Canadian DOTM!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

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## Spotlight On: LODD



After several years of purposely avoiding these notifications, the IPN Board of Directors decided that they could be paged as long as there are very restrictive quality control measures in place. Whereas many of us come from public safety backgrounds we fully understand the importance of professionalism. We all agree that these type alerts can be sent too soon. Prematurely release of this information can cause more heartbreak than the death itself. We agree that the info should be transmitted but none of us wants to be associated with a product that is anything less than top notch.

To ensure this task is performed properly, the vetting and transmission of these Line of Duty Death notifications has been placed in the very capable hands of FLA077. He works the hotline each and every day. He has been with the company a long time and always does a fantastic job. He was the perfect choice for this duty. In order to send a LODD you can either send the info to the support email or send an IPN mail direct to James. Either way, the alert will go out when the time is right.

We would like to stress, that we are only sending out notifications on deaths that are the direct result of an incident. This includes cardiac arrests that take place during an incident, fatalities from accidents involving apparatus and deaths that occur during training mishaps. Although we fully embrace the Heart & Lung Bill and LODD benefits for presumptive causes like cancer, IPN is not going to transmit these to the system. There is no disrespect intended.

Dispatchers are reminded that we do not announce that police officers, firefighters, or EMS personnel have been killed in any category other than the designated LODD groups. 99% of the time these verifications are not given over the radio; that's where we get our info from on incidents. LODD releases from the agency are used for confirmation of the loss but these are the basis of the LODD notification. This info is paged when appropriate. This is not an urgent notification.

## Freeway Vehicle Fires

Fires involving large vehicles on the freeway have become fairly common. These incidents often require a full 1st Alarm or greater based on their location or limited water supply. Often we see a Traffic Advisory or Traffic Alert for a call like this but the details indicate the call was more significant than just a traffic issue.



In an effort to clear up any confusion, we want to point out that fires involving tractor trailers, tour buses, motor homes, and other high profile vehicles that have a full working fire assignment operating may be paged to 1 Alarm Fire. All we ask is that you clearly give specifics in your narrative. Here are some examples:

NYK| Hicksville, NY (Nassau County)| 1 Alarm Fire| Old Country Rd & Charlotte Ave| Tractor Trailer on Fire. Rig is F/I. Cmd advising full 1st Alarm is working.| NYC999| 08:54

MAS| Avon, MA (Norfolk County)| 1 Alarm Fire| Route 24 N/B @ Exit 19| FD o/s Fully Involved Tour Bus. No Hydrants in area. Tanker Task Force & Foam Unit Req. Hwy Closed.| MAS999| 14:50

Minor fires in large vehicles will continue to be handled as they have in the past. Only major fire incidents qualify for the 1 Alarm Fire category. This is based on the number of units actually working and not the number of units initially sent. Many departments send a lot of units but end up turning them around. This is why we always wait for companies to arrive and give a report.

## PulsePoint Update



The folks at PulsePoint have been real busy adding new agencies to their pre-alerting application. For those not familiar with it, this app is placed on your device and can alert you to possible incident. For an IPN dispatcher this is priceless. It allows you to expand your coverage area by simply clicking on the alert and acquiring details from units as they arrive.

Since our last look, dozens of new agencies have been added with strong presence being shown on the west coast. The most notable of these is the city of Seattle Washington which operates out of 33 Fire Stations to service half a million people. South Kitsap, North Kitsap, Bainbridge Island, and Poulsboro Washington are also new. Moving south to Oregon, they have added Bend, Black Butte Ranch, Cloverdale, Crooked River, Gresham, Redmond, Sisters and South River.

Another notable addition is the Greater Tucson Fire Departments in Arizona. Prior to this the EMS agencies here were listed but you couldn't get the fire stuff. Now you can! A nice surprise and a great asset for our dispatchers in that region. The entire state of California was already on the app but we now see that Consummes, Courtland, Escondido, Folsom & Walnut Grove are on there.

Exciting additions in states that are fairly new to PulsePoint include Miami Beach & Miramar in Florida. The Miami Beach one has a dedicated feed that wasn't available prior to this. Naperville Illinois is now on there with their 10 stations. In Kentucky, Hardin County and Kenton County have gone live. In Georgia, we see College Park & Southside Fire joining the action.

Although we haven't had time to check it out, the EMS agency that covers Burlington County New Jersey recently went live. This would be huge if they posted content of value for our members to use. Check it out and give us your feedback. Lastly, Colorado dispatchers now have access to the many agencies in South Metro and West Metro.

If we could only get them to let us pick more than 15 agencies...



## Hear Ye, Hear Ye, Post All About It

Social media is an excellent tool for bringing people to the main IPN site. We have been lucky enough to gain valuable dispatchers this way and premium subscribers too (this is how we pay for our Rewards Program and operating expenses).

While it would not be practical to post every incident that we send on social media (800-1000 posts a day!) we do try to showcase some major or interesting incidents that we are covering. Of course, we might delay the posting a bit, we don't want the competition to get YOUR hard work for free. Often times you will see us start the post with "Follow up to..."

Our QA staff is usually the first to review a major incident as they are processing points and providing quality control. However, this can be too much of a delay or could get missed entirely so we need your help to ensure we are getting all of the "big ones" to Facebook and Twitter. This is not mandatory but it is appreciated. If you are covering a large-scale or interesting incident, please drop a note to support so that we can try to incorporate it in the social media drive. There is no guarantee but we will try to post the biggest stories for each day. If there is a link to local media coverage please include it. We always try to give that info as part of the follow up. Additional reward points will be awarded for this extra effort!

Don't forget to "like" our facebook page yourself.

# Feed Review

## -Part 1 of 4: San Diego



The county of San Diego contains many different cities, communities, and unincorporated areas. In the realm of fire communications there are 4 major players: City of San Diego (called "Metro"), Heartland Fire Dispatch, North Comm, and Cal Fire & USFS (called Monte Vista). Heartland and North Comm are JPA's (Joint Power Authorities) and are comprised of member agencies and contract agencies. San Diego Fire and Cal Fire are fire departments on their own that also dispatch for smaller departments on a contract basis. This system generally works quite well and can

streamline mutual aid between agencies. This 4-part feed review will look at each of these dispatch centers one at a time over the next few months. Not every agency in San Diego County is included in one of these four dispatch centers, but these 4 do cover the majority and are very popular feeds.

North Comm is the newest feed of the group and is hosted by our own IPN San Diego Admin office (which also hosts Heartland and Cal Fire). North Comm operates on a trunked 800mhz system and is being monitored via a BCT-15 analog mobile scanner for the Broadcastify feed. The attached PC can be controlled remotely so that major incidents can be "locked in."

Member agencies consist of the city fire departments for Carlsbad, Encinitas, North County FPD, Oceanside, Rancho Santa Fe, San Marco, Solana Beach, and Vista. Additionally, they have be contracted to dispatch for a county service area (CSA-17), City of Del Mar, Elfin Forest, Mercy Air, Olivenhain Municipal Water, Pauma Reservation Fire, Pala Reservation Fire, Rincon Reservation Fire, Rancho Santa Fe Patrol, San Pasqual Reservation Fire, and the Valley Center FPD (Fire Protection District).

While this may seem like a lot of agencies to monitor, many are very small departments that do not require much radio traffic. Major incidents in any of these cities will likely include mutual aid from the other area cities. Several of these agencies can be found on PulsePoint, making them very easy to follow. As the feed is hosted by IPN the audio quality is good and non-essential channels have been removed.

Learn more about North Comm here: <http://www.ncdjpa.org/>

Find the feed here: <http://www.broadcastify.com/listen/feed/23091>

Around 8 a.m. during the morning rush hour on Tuesday, March 8, Baltimore County Fire Department Engine 2, Medic 102 and EMS 5 were alerted for a 10-50 P.I. involving a motorcycle on Reisterstown Road near the Interstate 695 interchange and Men's Warehouse store. Upon EMS 5s arrival, the Lieutenant reported a motorcyclist down in the southbound lanes of the roadway with multiple Baltimore County Police Department 4th Precinct units on scene. The EMS officer triaged the patient and began patient care, assisted by the engine and medic crews upon their arrival. The motorcyclist was transported with serious injuries to an area hospital.

Great follow-up provided with this incident photo, thank you.



\*03/08/16 08:16 Pikesville (Baltimore County)| Major Accident| Reisterstown Rd & I695| Units O/S car vs motorcycle with pt down in the road. ALS on scene [MAR137]| WSC037\*



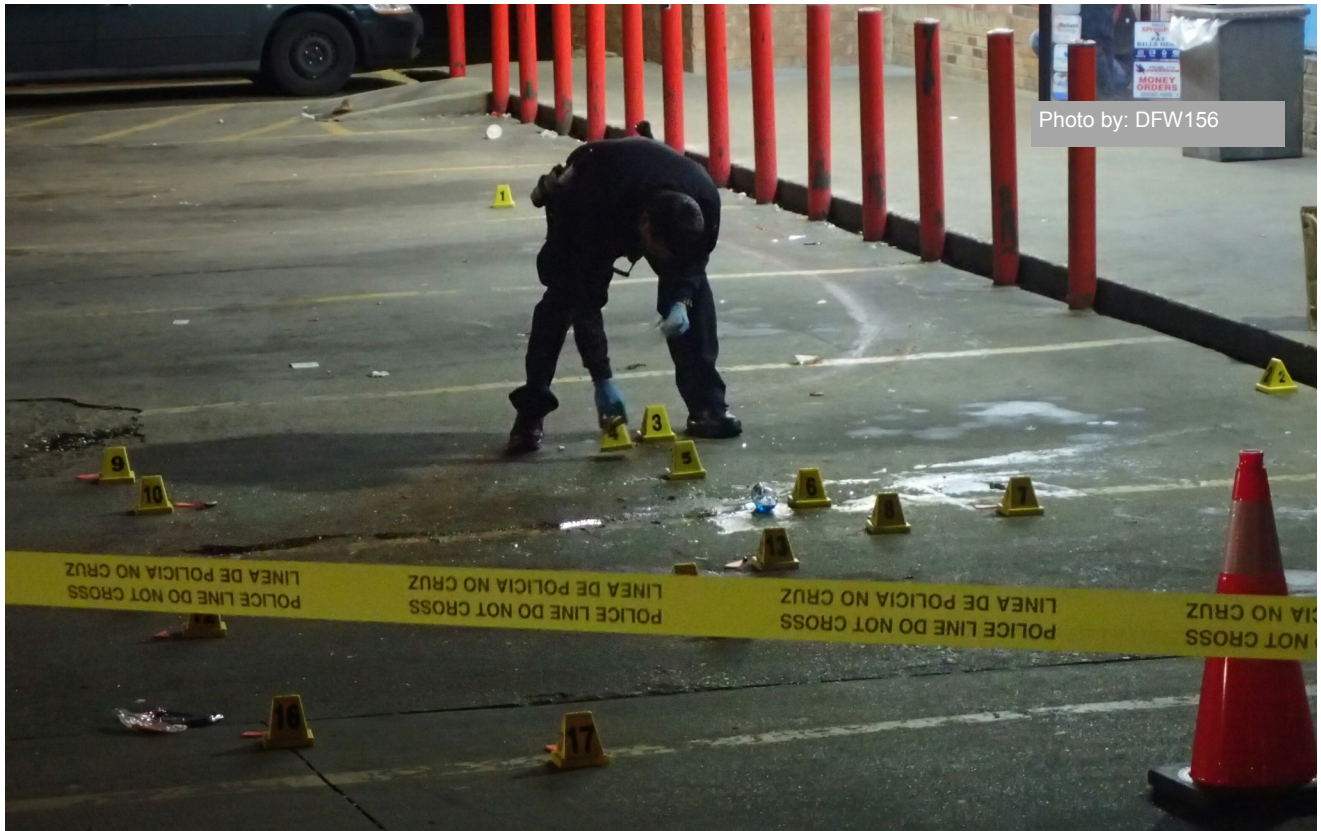


Photo by: DFW156

| Dallas| Shooting/Stabbing| DPD 7| W Camp Wisdom Rd & Polk Vlg|PD O/S with GSW victim down. Crime scene established. Detectives responding| DFW156

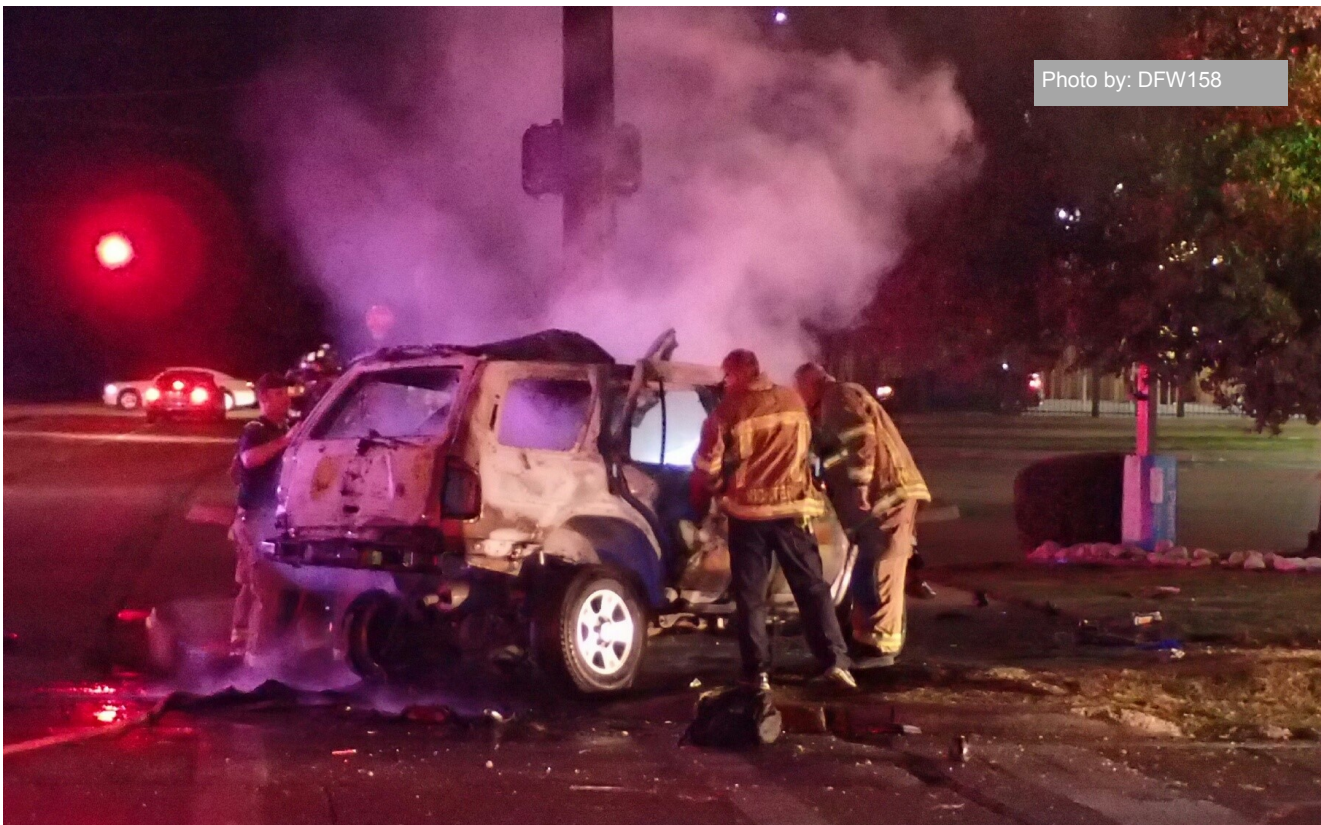


Photo by: DFW158

DFW| Dallas, TX (Dallas County)| Major Accident| DSO 5| I 30 & N Jim Miller Rd| Officers working a fiery crash that resulted from police chase. 1 DOS| DFW156| 02:41



## Ask QA

### -Update vs Upgrade



"The incident I'm following escalated from one category to another. Do I just update it or what?"

A key thing to remember here is there is a big difference between Update and Upgrade. When updating subscribers of new information of an event you keep the category the same and enter only the new details. An "Upgrade" is a completely NEW incident type and all key information should be repeated.

A great example is alarm levels. Often times people subscribe to only greater alarm fires. If the IPN dispatcher simply changes the category type and says "Cmd req 3rd alarm" then they have no idea what type of building, etc. You might even be able to just "cut & paste" the details from the first incident and include whatever new information is available.

Lakeside, CA | 1 ALM | 1294 Prince Canyon Rd | E1 ats of fully involved residential structure. PD for traffic control. | SAN029 | 11:18

Lakeside, CA | 2 ALM | 1294 Prince Canyon Rd | B2 in cmd, fully involved residential structure with extension to adjacent house. Req 2nd alarm. | SAN029 | 11:20

Do you have a question for our QA staff? Send it to [support@incidentpage.net](mailto:support@incidentpage.net)



## Police Humor

-I guess they didn't like his music?



## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story &

### Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

### Quick Links:

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## EMS Trivia

- CPR

**1740** The Paris Academy of Sciences officially recommended mouth-to-mouth resuscitation for drowning victims.

**1767** The Society for the Recovery of Drowned Persons became the first organized effort to deal with sudden and unexpected death.

**1891** Dr. Friedrich Maass performed the first equivocally documented chest compression in humans.